## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to

Assistant Commissioner for Patents, Washington, D.C.20231 on: April 17, 2002

Signed:

application of: Michael Ely et. al

Attorney Docket No.: ASPTP001

pplication No.: 10/081,560

Examiner: N/A

RECEIVED

Filed: FEB 20, 2002

Group: 2161

METHOD AND APPARATUS FOR A Title:

**BUSINESS CONTACT CENTER** 

Technology Center 2100

## PRELIMINARY AMENDMENT

**Assistant Commissioner for Patents** Washington, D.C. 20231

Sir:

Before examination, please amend this application as follows:

## **IN THE CLAIMS:**

Please add Claims 8-20 as follows:

8. (New) A method for interfacing customers with a business, and the method comprising:

selecting at a conference controller an available one of a plurality of media handlers for handling a call with the calling one of the customers;